

# **BUSINESS LEADER IN BUSINESS EXCELLENCE**

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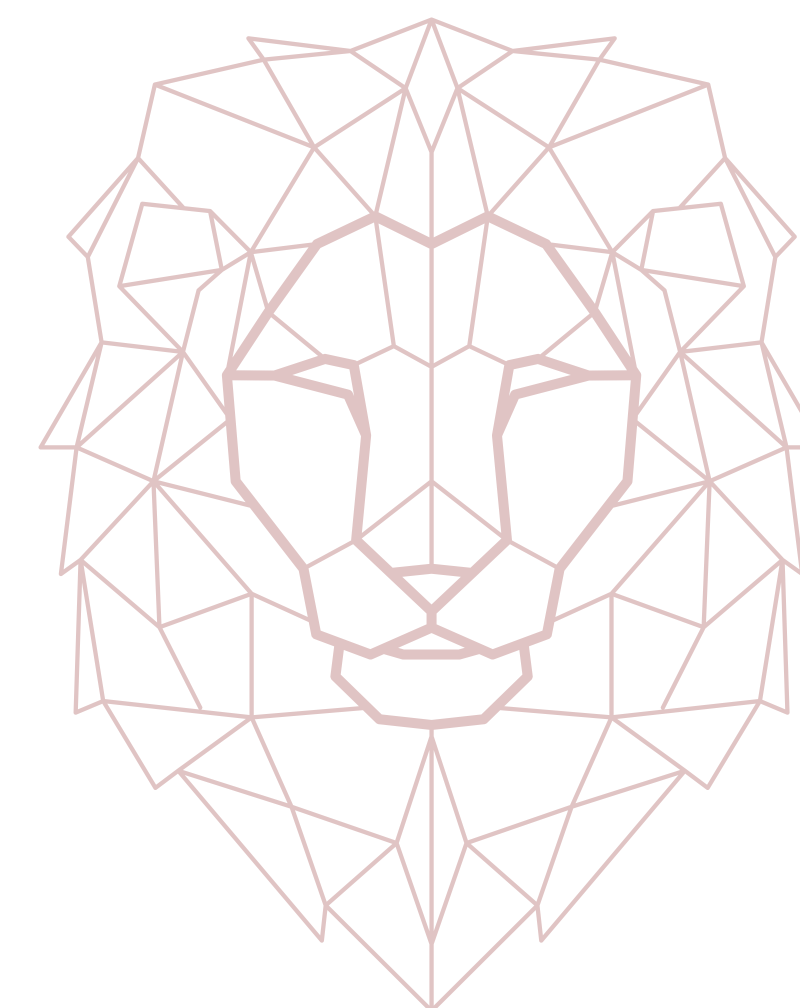
thyssenkrupp

## **THYSSENKRUPP GROUP SERVICES GDAŃSK SP. Z O.O.**

TK GSG - DIGITAL, FASTER, BETTER

To keep and enlarge center's advantage over competition, we decided to focus on two co-existing and overlapping important areas:  
- digitalization - process improvement

To bring tangible productivity gains for the center and its customers all level employees were empowered - to change and improve the way the company works by digitalization and continuous improvement



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## FINANCIAL

### COST SAVINGS

#### 5-10% of cost saved

Helped to reduce  
center's total  
cost significantly

## PEOPLE

### CUSTOMER EXPERIENCE

#### Employees empowered

Employees accountable  
for bringing ideas  
and realizing them

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By a combination of digital transformation and continuous improvement activities, tk GSG pushed themselves to become even better, by empowering employees and engaging them in making a change